

2.4 Liaison officer

The role of the Liaison officer is to coordinate between our organization and other partner agencies involved in the Single Window system. In this role, the candidate will act as the middle person between the CHPA's Single Window Unit and all stakeholders to streamline operations, resolve issues, improve communications, and generally ensure that the relationship is as beneficial as possible.

Key Responsibilities

- Act as contact points between CHPA and all agency or organizational personnel;
- keeping lists with contact information of the focal point personnel representing the partner agencies and Local Authorities;
- collaborating and communicating with necessary focal point persons of partner agencies; and
- identifying problems in communications among these groups;
- Work with other staff members to develop a greater understanding of the single window operations and any issues that arise
- Develop and foster relationships with Local Authorities
- Compile reports about particular incidents, events, or updates about an important issue during coordinating work with stakeholders
- Proactively solve conflicts and address issues that could occur between the business and the other entity
- Promptly respond to incidents and other events as necessary

Skills and Qualifications

- Diploma in Public Management or Communications or related disciplines
- 2+ years of experience in a related role
- Customer-oriented attitude
- Strong organizational skills
- Excellent verbal and written communication skills
- Capability to negotiate with and influence others